

MITS Registration Troubleshooting Guide

All Ohio Medicaid Providers must register and set up a new MITS account. It is important to register for MITS so you can continue your business functions such as claims submission, prior authorization submission, eligibility verifications and accessing your remittance advice and other financial information.

If you are having trouble registering for or accessing MITS check below for resolutions:

- Make sure that you are following the step-by-step instructions at http://jfs.ohio.gov/mits/MITS_Portal_Registration_after_go_live.pdf.
- Read these releases with helpful tips on how to set up your account: http://jfs.ohio.gov/mits/PRR_12_11_Account_and_Password_Resets.pdf, http://jfs.ohio.gov/mits/PRR_10_Portal_Set_up_Reminder.pdf, http://jfs.ohio.gov/mits/PRR_9_11_MITS_Portal_Validation.pdf and http://jfs.ohio.gov/mits/PRR_8_MITS_Web_Portal_Registration_Setup.pdf as they address and assist with several questions related to MITS Registration. Other releases on http://jfs.ohio.gov/mits/information_releases.stm have beneficial information too.
- There can be only one account administrator per Medicaid Billing Number/NPI Number
- Agents must set up their MITS account first before the account administrator can add them.
- Each agent must set up their own account for security reasons.
- The MITS Web Portal only works with Internet Explorer versions 6.5-8.0 or Firefox versions 1.5-3.5
- Check http://jfs.ohio.gov/mits/Implementation_Notices.stm for known issues and/or system down notices.
- FAQs and Online Tutorials at <http://jfs.ohio.gov/mits/MITS%20Provider%20Training.stm> can answer your questions related to MITS.
- If you are still are having trouble registering for MITS call the Provider Call Center at 1-800-686-1516 for assistance.
- For User ID and Password resets e-mail MITS_Access_Support@jfs.ohio.gov.

**Go to <http://jfs.ohio.gov/mits/>
for the latest information related to MITS.**